

AUTOMATIC CLASSIFICATION OF EVENT DATA

Abstract of the Disclosure

A method and computer-readable medium for providing electronic support and assistance from a server to a client are disclosed. An agent residing on the client
5 monitors events requiring support, such as faults and error messages. When an event requiring support occurs, the client agent collects data associated with the event, formulates a message, and transmits the message to the server. The server applies the event data to support vector machines that classify the data into categories and produce probability scores for each category. Category probability scores that exceed a threshold
10 value cause the server to formulate and transmit a response containing category-specific resolution information to the client. When no matching categories are identified, the response so indicates. After receiving the response, the client provides support and

Patented by Microsoft Corporation